

**Request No. 416718T**

**Name** FERNANDEZ , RUBEN MR.

**Business Name**

<p align="center"><b>Consumer Information</b></p> <p>Name: RUBEN FERNANDEZ</p> <p>Business Name:</p> <p>Svc Address:</p>	<p align="center"><b>Florida Public Service</b>  <b>Commission - Consumer Request</b>  <b>2540 Shumard Oak Boulevard</b>  <b>Tallahassee, Florida 32399</b>  <b>850-413-6100</b></p>	<p align="center"><b>PSC Information</b></p> <p>Assigned To: ELLEN PLENDL</p> <p>Entered By: NCHESTER</p> <p>Date: 11/06/2001</p> <p>Time: 11:48</p>
<p>County: Phone: (954)-581-9425</p> <p>City/Zip: /</p> <p>Account Number:</p> <p>Caller's Name: RUBEN FERNANDEZ</p> <p>Mailing Address: P.O. BOX 290716</p>	<p align="center"><b>Utility Information</b></p> <p>Company Code: TL720</p> <p>Company: BELL SOUTH TELECOMMUNICATIONS,</p> <p>Attn. John Merlino 416718T</p> <p>Response Needed From Company? Y</p> <p>Date Due: 11/30/2001</p> <p>Fax: R</p>	<p>Via: MAIL</p> <p>Prelim Type: FCC-OTHER</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>
<p>City/Zip: FORT LAUDERDALE , FL 333290716</p> <p>Can Be Reached: ( ) - -</p> <p>E-Tracking Number:</p>	<p>Interim Report Received: / /</p> <p>Reply Received: 11/28/2001</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <p>Closed by: MEP</p> <p>Date: 12/12/2001</p> <p>Closeout Type: GI-24</p> <p>Apparent Rule Violation: N</p>

Please review the attached correspondence in which the customer reports the following:  
Customer states that his ADSL line was improperly disconnected. Customer changed local service providers, but asked that the ADSL service remain with Bellsouth.

Please investigate this issue, contact the customer and provide the Commission with a detailed written report that addresses the issues in the correspondence, and confirms the customer has been contacted either by letter or phone.

PLEASE NOTE\*\* The information on this form is only a summary of the customer's concerns. Additional information, important to this matter, may be contained in the correspondence.

**\*\*Inquiry taken by Nekey Chester\*\***

Request No. 416718T

**Name** FERNANDEZ , RUBEN MR.

**Business Name**

**CONTACT NUMBERS**

**CAF FAX: 850/413-7168**

**CAF Email:pscreply@psc.state.fl.us**

**11/28/2001 Report received via email. AHashisho**

**12/12/2001 Reviewed report. BellSouth advised that August 17, 2001, BellSouth received a Local Service Request (LSR) with Purchase Order Number (PON) STICVR193733, VER 00 from Supra to transfer local telephone service for Mr. Fernandez from BellSouth to Supra. The desired due date was August 18, 2001. The request was for a full conversion. BellSouth's system generated service order CRBLQWM8, however, the PON was returned to Supra for clarification of a Uniform Service Order Code (USOC), BSSNT, which was listed on the PON but is not a valid USOC.**

**On August 29, 2001, BellSouth received a new LSR with PON STICVR193733A, VER 00 from Supra to transfer local telephone service for Mr. Fernandez, however, Supra failed to include the USOCs for Mr. Fernandez's ADSL service. The desired due date was August 30, 2001. BellSouth's system generated service order CR45F4L9 with due date of August 30, 2001.**

**On August 30 2001, a Firm Order Confirmation (FOC) and Completion Notice were posted to BellSouth's Interconnection Services Web site.**

**On September 4, 2001, Mr. Fernandez called BellSouth.net Technical Support stating that he had switched to another telephone company and in the process had lost the DSL service. Technical Support advised Mr. Fernandez that he would need to be with BellSouth in order to get the DSL service or have the new local service provider to contact BellSouth.**

**On September 5, 2001, a BellSouth.net representative inadvertently advised Mr. Fernandez that a Letter of Authorization (LOA) was required prior to BellSouth reinstating the ADSL service.**

**On September 6, 2001, Mr. Fernandez called BellSouth.net stating that he has an Ethernet modem on order and would like to know if he could change the shipping address to c/o Craven Tire, 2740 NW 1st Avenue, Boca Raton, FL 33431. BellSouth changed the shipping address as requested.**

**On September 6, 2001, Mr. Fernandez called BellSouth.net to verify if BellSouth had received the LOA that had been faxed. Research revealed that there was no LOA on file. BellSouth.net reconfirmed the fax number with**

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Request No	416718T	Name	FERNANDEZ ,RUBEN MR.	Business Name
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Mr. Fernandez and requested that he fax the LOA again.

On September 7, 2001, Mr. Fernandez and a representative of Supra called BellSouth.net and spoke with Michael Hines. The Supra representative explained that the ADSL service for Mr. Fernandez had been disconnected when local service was transferred to Supra. Mr. Hines apologized for the problems and agreed to issue the appropriate service order for ADSL service. Service order CR59CL46 was issued with a due date of September 15, 2001.

On September 8, 2001, Supra called BellSouth's repair service to report a trouble of "no dial tone" on telephone number 954-581-9425. A technician was dispatched to the customer's premises that same day. The technician referred the trouble to the central office (CO) to rewire the line from the originating equipment (OE) to the local cable pairs. This action restored the service.

On September 15, 2001, the service order completed to add the ADSL service.

On September 16, 2001, Mr. Fernandez called BellSouth.net to report that the ADSL service was not working. Initial tests revealed that there was no sync on the line. Ticket DH168146 was opened to test the line. Results of ticket # DH168146 revealed that the line was provisioned correctly. On that same day, Supra called BellSouth's repair center to report a trouble of "no dial tone" on telephone number 954-581-9425. A commitment of September 17, 2001 by 4:00 PM was given.

On September 17, 2001 at 11:14 AM, the line tested okay. A repair technician was dispatched to the customer's premises, however, he could not gain access to the customer's premises. On September 18, 2001, a CO technician replaced defective equipment, which restored the service.

On November 2, 2001, Mr. Fernandez called BellSouth.net and spoke with Gretchen explaining that he was dissatisfied with the way BellSouth had handled the transfer of his local telephone service to another local service provider. Mr. Fernandez further explained that he was upset that BellSouth.net insisted that he provide a LOA. Mr. Fernandez then stated he had called Supra and was told that he did not need a LOA from them for BellSouth to install ADSL. Gretchen agreed with Mr. Fernandez and informed him that Supra was correct. Gretchen also apologized for the misinformation and also apologized for any inconveniences he may have experienced.

Mr. Fernandez then stated he has upgraded to Windows XP and his modem would not work with XP and we do not have drivers yet. Gretchen informed Mr. Fernandez that BellSouth.net has an Ethernet modem that works with XP. Mr. Fernandez stated that if he could get the Ethernet modem, that would restore his confidence in BellSouth. BellSouth.net agreed to provide the Ethernet modem at no charge to Mr. Fernandez.

On November 6, 2001, BellSouth.net shipped the Ethernet modem to Mr. Fernandez at no charge.

On November 18, 2001, upon receipt of the request from the Public Service Commission, Valerie Cooksey, a BellSouth.net representative called Mr. Fernandez. Mr. Fernandez stated that he has no issues with BellSouth's FastAccess at this time. He stated that Gretchin had resolved his issue. He stated that she waived the Ethernet modem charge and that he was pleased and satisfied.

In summary, PON STICVR193733A, was sent by Supra with a Line Activity (LNA on the Activity Page of the LSR) of G. The G represents a conversion of service to a new local Service Provider (LSP) as specified (meaning to specify all features requested for conversion of service.) The features provided on the LSR did not include any of the USOCs for the ADSL service; therefore, service order CR45F4L9 was issued without the ADSL service on the order, which caused the ADSL link to be removed. eplendl

12/12/2001 Closed. A closure letter will be sent to the customer. eplendl

This inquiry is closed without infraction.

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Request No. 416718T	Name FERNANDEZ ,RUBEN MR.	Business Name
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STATE OF FLORIDA

Commissioners:  
E. LEON JACOBS, JR., CHAIRMAN  
J. TERRY DEASON  
LILA A. JABER  
BRAULIO L. BAEZ  
MICHAEL A. PALECKI



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DeMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

**Public Service Commission**

December 12, 2001

Mr. Ruben Fernandez  
P. O. Box 290716  
Ft. Lauderdale, FL 33329-0716

**RE: FPSC Inquiry #416718T**

Dear Mr. Fernandez:

This is a response to your communications with the Florida Public Service Commission (PSC) concerning BellSouth Telecommunications, Inc.

A review of the information developed in our investigation indicates that a company representative has been in touch with you and that the matter appears to be resolved.

If this is not the case, or if you have additional questions with which I can be of assistance, please contact me toll free at 1-800-342-3552, by toll free fax at 1-800-511-0809, or by e-mail at [eplendl@psc.state.fl.us](mailto:eplendl@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read "Ellen Plendl".

Ellen Plendl  
Regulatory Specialist  
Division of Consumer Affairs

MEP:ewe

## Angie Hashisho

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From: Godsil, Patricia A [Patricia.Godsil@bellsouth.com]  
Sent: Wednesday, November 28, 2001 3:37 PM  
To: Pscreply (E-mail)  
Subject: 416718T FERNANDEZ

DATE November 28, 2001  
  
TO Ellen Plendl  
Florida Public Service Commission  
  
FROM Pat Godsil  
BellSouth Appeals Office  
  
RE Ruben Fernandez  
954-581-9425  
CASE NO 416718T

This is in response to your request of November 6, 2001, for an investigation and a written explanation regarding the interruption of Ruben Fernandez's Asymmetrical Digital Subscriber Line (ADSL) service during the transfer of local telephone service from BellSouth to Supra. Following are the results of BellSouth's investigation.

On August 17, 2001, BellSouth received a Local Service Request (LSR) with Purchase Order Number (PON) STICVR193733, VER 00 from Supra to transfer local telephone service for Mr. Fernandez from BellSouth to Supra. The desired due date was August 18, 2001. The request was for a full conversion. BellSouth's system generated service order CRBLQWM8, however, the PON was returned to Supra for clarification of a Uniform Service Order Code (USOC), BSSNT, which was listed on the PON but is not a valid USOC.

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On August 30 2001, a Firm Order Confirmation (FOC) and Completion Notice were posted to BellSouth's Interconnection Services Web site.

On September 4, 2001, Mr. Fernandez called BellSouth.net Technical Support stating that he had switched to another telephone company and in the process had lost the DSL service. Technical Support advised Mr. Fernandez that he would need to be with BellSouth in order to get the DSL service or have the new local service provider to contact BellSouth.

On September 5, 2001, a BellSouth.net representative inadvertently advised Mr. Fernandez that a Letter of Authorization (LOA) was required prior to BellSouth reinstating the ADSL service.

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On September 6, 2001, Mr. Fernandez called BellSouth.net to verify if BellSouth had received the LOA that had been faxed. Research revealed that there was no LOA on file. BellSouth.net reconfirmed the fax number with Mr. Fernandez and requested that he fax the LOA again.

On September 7, 2001, Mr. Fernandez and a representative of Supra called BellSouth.net and spoke with Michael Hines. The Supra representative explained that the ADSL service for Mr. Fernandez had been disconnected when local service was transferred to Supra. Mr. Hines apologized for the problems and agreed to issue the appropriate service order for ADSL service. Service order CR59CL46 was issued with a due date of September 15, 2001.

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On September 15, 2001 the service order completed to add the ADSL service

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In summary, PON STICVR193733A, was sent by Supra with a Line Activity (LNA on the Activity Page of the LSR) of G. The G represents a conversion of service to a new local Service Provider (LSP) as specified (meaning to specify all features requested for conversion of service.) The features provided on the LSR did not include any of the USOCs for the ADSL service; therefore, service order CR45F4L9 was issued without the ADSL service on the order, which caused the ADSL link to be removed.

**FEDERAL COMMUNICATIONS COMMISSION**  
**Consumer Information Bureau**  
**Consumer Information Network Division**  
445 12th Street, S. W., Room 5A724  
Washington, D.C. 20554

FILE

NOV - 5 2001

CONSUMER AFFA

October 16, 2001

In Reply Refer To:  
01-N64189

Ruben Fernandez  
P.O. Box 290716  
Fort Lauderdale, FL 33329-0716

Dear Consumer:

Thank you for your correspondence. The issues in your correspondence appear to be within another agency's jurisdiction. Therefore, we are referring your correspondence to the agency noted below for appropriate action. You should contact this agency, whose telephone number is listed, if you have questions or concerns about your correspondence.

Sincerely,

*Jack Forsythe*  
for  
Jack Forsythe, Chief  
Consumer Information Network Division  
Consumer Information Bureau

cc:  
Florida Public Service Commission  
(904) 413-6140

01-NB4189

Ruben Fernandez  
PO Box 290716  
Fort Lauderdale FL 33329-0716

September 8, 2001

Federal Communications Commission  
445 12th Street SW  
Washington, DC 20554

Re: 954-581-9425 ADSL SVC

To Whom It May Concern:

On the second week of August I read a Supra Telecom one-page ad in the Sun-Sentinel stating savings using their services.

I contacted Bellsouth via e-mail and phone calls asking if they could meet Supra Telecom's prices. They could not, but urged me not to switch because they have been around for 100+ years plus adding gravy and dressings about their services.

Because I have Bellsouth Fastaccess ADSL service, I made calls to Fastaccess and to Supra Telecom to make sure that my ADSL svc would not be affected. This was met with positive results from both parties.

On August 16, 2001 I placed an order for Supra Telecom's services. On August 30, 2001 I received the new service. September 1, 2001, I lost my ADSL service.

I was in purgatory for the following 7 days, calling back and forth from Bellsouth to Supra Telecom. "Personal CSR attached."

While Bellsouth customer service and technical support threw every obstacle, including the kitchen sink, in my way, Supra Telecom went above and beyond their protocols to assist me in a resolution to this conundrum.

I want to thank Mr. Jericho of Supra Telecom for his personal and professional services in assisting my goals to restore ADSL svc.

I'm greatly disappointed in Bellsouth's approach in handling my case. I believe that there was a hidden agenda due to the switching of telephone providers.

On September 6, 2001 @ 7:58pm, I had the great fortune and privilege to get in contact with Mr. Vijay Baxter of Supra Telecom in Miami Florida.

RECEIVED  
2001 SEP 14 P 2:45

10/10

After hearing my case, Mr. Baxter quickly took charge and assisted me in restoring my ADSL service.

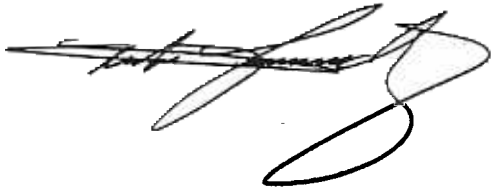
With 3-way calling we contacted Bellsouth's top officials for rectification. Mr. Baxter took immediate control over the conversation with confidants and authority. Bellsouth listen and agreed with Mr. Baxter.

Mr. Baxter was not only able to get the ADSL order processed; he also requested a credit for the lost days of my ADSL service.

I wished I had recorded the conversation. I was in awe sitting and listening to Mr. Baxter's approach to Bellsouth's team.

Mr. Vijay Baxter took the extra mile for someone he didn't know. He showed greatness and character. I pray that Mr. Baxter continues using His gift in helping people like me, and that His GIFT will not go unrewarded. I solute you, Mr. Vijay Baxter! I'm just sorry this letter does not truly justify or compliment your performance to this prior conundrum, creating an unequivocal state in leaving little to surmise for the Bellsouth staff.

Sincerely,

A handwritten signature in black ink, appearing to read 'Vijay Baxter', with a large, stylized flourish at the end.

Request to investigate Bellsouth approach in the disruption and delay in my ADSL service for any wrongdoing.

CC: Supra Telecom  
Bellsouth FastAccess

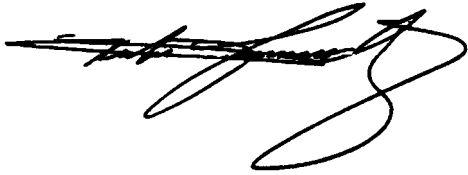
1:40pm	Bellsouth	Lee	Didn't received fax from Supra Telecom.
6:10pm	Supra	AL	Started to explain problem. Al was with a customer. He will call me back in 20 minutes. Call not returned.
7:58pm	Supra	Vijay	Vijay Baxter had me go 3way call to Bellsouth access for better understanding as to why Fastaccess requires letter of authorization from Supra to provide ADSL svc for 954-581-9425. Deloris Murphy, (Bellsouth Supervisor,) requested for us to call billing department tomorrow for further understanding and rectification. Also spoke to Neal, (Super Telecom supervisor,) explaining what I have been going through, and informed him that I will write a complaint letter to the communications commissioner, and to all pertinent parties hereto.
9/7/01 5:27pm	Supra	Vijay	3 and 4 way communication with Supra Telecom & Bellsouth Fastaccess billing Department. Vijay ask Armando of Bellsouth for his supervisor. Supervisor Michael Gelar was added to our conversation. Vijay briefly informed Mr. Gelar of ADSL interruption when I switched over to Supra Telecom provider. Mr. Gelar stated the reason for this was that I'm no longer with Bellsouth, as a result, am no longer able to received ADSL svc's from them. Mr. Vijay was quick to correct Mr. Gelars reasoning. Mr. Fernandez doesn't need to be a Bellsouth customer in order to have ADSL. Request to speak to your Supervisor. Call Transferred to Mr. Mike Hines. Vijay convinced Mr. Hines to reactivate my ADSL svc. Vijay also requested a credit for the time lost to my ADSL svc... it was agreed. Mr. Hines will have my svc up and running by Sept 15, 2001 Vijay requested to bump-up svc's as soon as possible, to provide direct # to Mr. Hines and confirmation # for restoration to ADSL svc's.  All was agreed per Mr. Vijay Baxter's request. Resolved! -PENDING-
9/8/01 12:20pm	Supra	Unknown	No dial tone. Lost phone service. Supra will send someone to check on lines at 6:00pm
9/8/01 12:50pm	Bellsouth	Tech	Came to our house to diagnose our phone line. Fixed dial tone.
9/13/01 5:21pm	Bellsouth	Michelle	ADSL scheduled for Saturday, 9/15/01
9/15/01 5:55pm	Bellsouth	Sara	It's being service as we speak. You'll have svc today.
9/16/01 8:00am	Bellsouth	Jason	Svc complete on 9/15/01 @ 6:00pm. Please call back, ask tech support to call Line Tech status of line. Ticket # DH168146 Call after 12:pm
9/16/01 3:14pm			went to use my telephone. No dial tone.
9/16/01 3:16pm	Bellsouth	Harold	Will call Line Tech for status but need to call Supra to get dial tone.
9/16/01 3:25pm	Supra	Barbara	Repairman will be in tomorrow, 09/17/01 @ 4:00pm to check lines.

It is obvious that Bellsouth has engaged in a vindictive method, possibly to frustrate me enough to switch back to Bellsouth.

I've never thought I would have to go through this.

At this point, I'm in fear as to what will follow next.

A customer looking for a resolution,

A handwritten signature in black ink, appearing to read 'Ruben Fernandez', with a large, stylized flourish at the end.

Ruben Fernandez

Date	Time	Called	Name	Notes
8/16/01	7:15pm	Supra	Chris	Ordered Service
8/30/01	Unknown			Received service from Supra Telecom
9/1/01	Unknown	Bellsouth	Unknown	<b>ADSL Service disconnected.</b> They asked me to call Supra Telecom for tech support
	7:30pm	Supra		I used ADSL on Thurs & Friday-no problem Asked why my ADSL svc was disconnected. They told me to call Fastaccess and ask, "is account on the side?"
9/2/01				did not communicate on Sunday and Monday due to the Holiday.
	6:20pm	Bellsouth	Unknown	Fastaccess will call me back after checking provisioning code status. Fast access requested for me to call Supra if they had limited or full access to my phone line. If Supra has limited access then Bellsouth will re-provision my account.
9/4/01	6:54pm	Supra	Halehandro	Per BellSouth request asked Supra if they had limited or full access to the phone line. Supra could not provide requested privileged info. They stated that FastAccess has the power, and can but will not switch my ADSL svc on. They also stated that they have prior Bellsouth customers with ADSL with minimum or no problems at all.
9/4/01	7:04pm	Bellsouth	Denise	Called Bellsouth back to re-provision my account. I was told billing department would need to handle it and they close at 7:00pm
9/5/01	1:39pm	Bellsouth	Brian	Called to reprovision ADSL. Now Fastaccess wants Supra Telecom to call them.
9/5/01	2:30pm	Supra	Jericho	It's against policy to call Bellsouth, Transfer call to Israel.
		Continue Supra	Israel	Suggested calling PSE 800-342-3552 to complain about Bellsouth.
9/5/01	5:24pm	Bellsouth	Jay	Supra Telecom holding lease on my line. Need permission to initialize ADSL svc from Supra. 3way with Diana in billing dept. Ask Supra Telecom to fax letter to 954-680-5353 authorizing ADSL svc to 954-581-9425 (Ruben Fernandez)
9/5/01	6:00pm	Supra		Computers Down- Call back later.
9/5/01	7:46pm	Supra	Jericho	Ask if he could fax authorization per Bellsouth's request. He agreed
9/5/01	9:25pm	Supra	Jericho	Jericho called to inform me that the letter was faxed to Bellsouth.
9/6/01	9:21am	Bellsouth	Lee	Request to check if fax received. Lee will call me back.

MODE = MEMORY TRANSMISSION

START=NOV-06 16:09

END=NOV-06 16:11

FILE NO.=191

STN NO.	COMM.	ABBR NO.	STATION NAME/TEL NO.	PAGES	DURATION
001	OK	<01>	BELLSOUTH	009/009	00:01:02

-FL PUBLIC SER. COMMISSION-

\*\*\*\*\* -FL PUB SER COMM - \*\*\*\*\* - 850 413 7294- \*\*\*\*\*

### STATE OF FLORIDA

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LILA A. JABER  
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DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

# FACSIMILE TRANSMITTAL COVER SHEET

RE: Inquiry # 416 718

DATE: 11-06-01

TO: *John Merlino*  
OFFICE/BUSINESS: *Bellsouth Telecommunication*  
FAX NUMBER: *(305)350-9091*

FROM: DIVISION OF CONSUMER AFFAIRS

FAX NUMBER: (850) 413-7168

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

COMMENTS: 5/1

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 9